

ABSTRACT OF THE DISCLOSURE

A system and method of call-routing and caller-screening that employs voice recognition to automatically recognize a caller's voice and then screen a caller, if appropriate; all without forcing the caller to identify himself/herself, which may be perceived as rude or offensive by some callers. Instead, a synthesized voice automatically asks the caller to identify who the caller wishes to speak with. Caller's response to this query is used to identify the callee as well as to optionally identify the caller. Thus, the screening of the caller takes place in a manner that the caller perceives as a more natural way of telephone communication. Caller's speech is used to generate digital voice samples therefrom and the caller's voice samples are directly compared with other voice samples stored in a database without converting the voice samples into digital text files. Present methodology is particularly useful when it is desired to limit one or more caller's direct access to the called party as well as to identify a caller before the called party wishes to proceed with the call. The digital call assistant system of the present invention may be implemented, for example, in a telephone company central office, in a PBX in an organization or as part of a wireless network. Subscription-based automatic caller-screening service may also be provided by a telephone service provider using the call assistant system of the present invention.